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ABSTRACT

The general purpose of the occupational analysis is to provide workable, basic information dealing with the many and varied duties performed in the word processing occupation. The document opens with a brief introduction followed by a job description. The bulk of the document is presented in table form. Ten duties are broken down into a number of tasks and for each task a two-page table is presented, showing on the first page: tools, equipment, materials, objects acted upon; performance knowledge (related also to decisions, cues and errors); safety--hazard; and on the second page: science; math--number systems; and communications (performance modes, examples, and skills and concepts). The duties include: operating power keyboards; transcribing documents; filing, logging and recordkeeping; proofreading and editing; implementing procedures and flow charts; originating and completing documents; originating formats; managing time and tasks; supervising the center; and administering secretarial/clerical support. A three-page glossary is appended. (BP)

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Occupational Analysis

CE 004206

WORD PROCESSOR

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Instructional Materials Laboratory
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5121

AN ANALYSIS OF THE WORD PROCESSING OCCUPATION

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FOREWORD

The occupational analysis project was conducted by The Instructional Materials Laboratory, Trade and Industrial Education, The Ohio State University in conjunction with the State Department of Education, Division of Vocational Education pursuant to a grant from the U.S. Office of Education.

The Occupational Analysis project was proposed and conducted to train vocational educators in the techniques of making a comprehensive occupational analysis. Instructors were selected from Agriculture, Business, Distributive, Home Economics and Trade and Industrial Education to gain experience in developing analysis documents for sixty-one different occupations. Representatives from Business, Industry, Medicine, and Education were involved with the vocational instructors in conducting the analysis process.

The project was conducted in three phases. Phase one involved the planning and development of the project strategies. The analysis process was based on sound principles of learning and behavior. Phase two was the identification, selection and orientation of all participants. The training and workshop sessions constituted the third phase. Two-week workshops were held during which teams of vocational instructors conducted an analysis of the occupations in which they had employment experience. The instructors were assisted by both occupational consultants and subject matter specialists.

The project resulted in producing one hundred two trained vocational instructors capable of conducting and assisting in a comprehensive analysis of various occupations. Occupational analysis data were generated for sixty-one occupations. The analysis included a statement of the various tasks performed in each occupation. For each task the following items were identified: tools and equipment; procedural knowledge; safety knowledge; concepts and skills of mathematics, science and communication needed for successful performance in the occupation. The analysis data provided a basis for generating instructional materials, course outlines, student performance objectives, criterion measures as well as identifying specific supporting skills and knowledge in the academic subject areas.

PREFACE

The chief aim of this publication is to make available to secondary and post-secondary schools and other educational agencies, an analysis of the tasks performed in Word Processing by qualified workers in entry-level and advanced positions. A careful perusal of the contents of this book should enable a competent instructor to develop a course outline, content study guide, lesson plans and instructional sheets, outline for course scope and sequence, performance objectives and test items, and self-instructional student study units. Heretofore, this information has not been available in a single publication.

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JOB DESCRIPTION

Word processing involves the handling of a wide variety of documents within an office, utilizing modern techniques and equipment for producing the largest volume of work within the least amount of time. A word processor operates magnetic and electric typewriters, transcribes office communications taken from magnetic belts, keyboards on electronic typewriters, dictates original material on magnetic belts, proofreads and edits, keeps records and logs daily production, duplicates material, originates procedures, works with flow charts, files, and develops formats of various types of office communication. The expertise of this individual will reflect the quality of the company at large.

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Duty A Operating Power Keyboards

1 Record document in form for distribution
2 Proofread/edit document during playback
3 Revise document during playback
4 Make required copies for distribution/storage

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A1 (TASK STATEMENT) RECORD DOCUMENT IN FORM FOR DISTRIBUTION

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Power typewriter Console Transcriber (magnetic belt, cassette, disc) Magnetic media (magnetic tape, cassette magnetic card, cartridge) Prerecorded material Hard copy Procedure manual Paper (rough draft, carbon)	Operate power typewriter and transcriber Listen to recorded material Keyboard recorded material while listening Operate console Make corrections of typographical errors Make required revisions Playout recorded material Proofread and edit during playout Playout final document	SAFETY Do not put hands inside typewriter Turn equipment off when not in use Unplug when not in use Keep hair, foreign articles and clothing away from mechanism Keep liquid refreshments away from equipment HAZARD Cut self on guide wire inside selectric typewriter Heat can deteriorate documents Electrical shock Loss of equipment

DECISIONS	CUES	ERRORS
Decide on eye-pleasing format Determine the most economical method of revision Decide on editing procedures	Appearance of the document Correct spelling and grammar	Document must be re-recorded Document must be revised Loss of time and money

A1 (TASK STATEMENT) RECORD DOCUMENT IN FORM FOR DISTRIBUTION

SCIENCE	MATH – NUMBER SYSTEMS
PHYSICAL SCIENCE Heat can deteriorate document Magnetic fields can destroy records BEHAVIORAL SCIENCE Aptitude Motivation Hand movement Proficiency Recognition of priorities Professionalism Maintain capacity to foster confidentiality and cooperation; to generate integrity; to function efficiently when encountering fast changing, multiple, personal or situational variables; exhibit qualities of self-confidence, composure, self-reliance, self-respect and adaptability	Positive whole numbers - positive rationals Use of numbers (without calculations) counting Addition, and subtraction algorithm Use of numbers (without calculations) ordering, coding Measurement: non-geometric time/calendar

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening	Listen to recorded material	Auditory discrimination, concentration, logic, word definition, noise discrimination
Viewing	Record an eye-pleasing manuscript	Visual analysis, logic, detail and inference, recognition of symbols, codes, emblems

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A_2 (TASK STATEMENT) PROOFREAD/EDIT DOCUMENT DURING PLAYBACK

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Power typewriter Paper Magnetic belt Transcriber Magnetic media [magnetic card, magnetic tape, cassette, cartridge] Reference manual Dictionary Console	Operate console Operate typewriter Apply business English skills Operate transcriber	SAFETY Keep hands and objects from inside typewriter Turn off equipment when not in use Keep hair, foreign articles and clothing away from mechanism Keep liquid refreshments away from equipment HAZARD Cut self on guide wire inside selectric typewriter Heat can deteriorate documents Continuous form paper sensitive to heat Electrical shock Loss of equipment
DECISIONS	**CUES**	**ERRORS**
Determine punctuation, grammar, spelling, sentence structure Determine if decision on format is correct Determine if information is accurate	Eye appeal and company policy Business English skills Originator's information and resource materials	Loss of time Loss of money Loss of respect for the system

A2 (TASK STATEMENT) PROOFREAD/EDIT DOCUMENT DURING PLAYBACK

SCIENCE	MATH – NUMBER SYSTEMS
PHYSICAL SCIENCE Heat can deteriorate document Magnetic fields can destroy records BEHAVIORAL SCIENCE Aptitude Motivation Proficiency Professionalism Maintain capacity to foster trust, confidentiality, cooperation; to generate integrity; to function efficiently when encountering fast changing, multiple, personal or situational variables; and exhibit qualities of self-confidence, composure, self-reliance, self-respect and adaptability	Positive whole numbers - positive rationals Use of numbers (without calculations) counting, coding Addition, subtraction algorithm Measurement: non-geometric time/calendar

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COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Viewing	Copy	Visual analysis, logic, detail, recognition of symbols and codes
Reading	Document edited by originator via notes	Comprehension, detail/inference, informational reports, progress reports, definition, terminology
Listening	Document edited by originator via magnetic belt	Auditory discrimination, discriminate facts from non-facts, recognize opinions, concentration, logic, word definition, noise discrimination

A_3 (TASK STATEMENT) REVISE DOCUMENT DURING PLAYBACK

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Power typewriter Document from originator showing required revision Rough draft paper Console Magnetic media [magnetic card, magnetic tape, cassette, cartridge] Official stationary	Operate power typewriter Operate console Play out document after revision	SAFETY Do not put hands inside magnetic media typewriter Turn equipment off when not in use Keep hair, foreign articles and clothing away from mechanism Keep liquid refreshments away from equipment HAZARD Cut self on guide wire inside selectic typewriter Heat can deteriorate documents Electric shock Loss of equipment

DECISIONS	CUES	ERRORS
Decide upon the most economical method of making revisions	The amount of time each method of revision will take Consider supplies and alternative me methods of revision	Loss of time Loss of money Loss of respect for the system

A3 (TASK STATEMENT) REVISE DOCUMENT DURING PLAYBACK

SCIENCE	MATH – NUMBER SYSTEMS
PHYSICAL SCIENCE Heat can deteriorate documents Magnetic fields can destroy records BEHAVIORAL SCIENCE Aptitude Hand movement Proficiency Professionalism Maintain capacity to foster confidentiality; to generate integrity; to function efficiently when encountering fast changing, multiple, personal or situational variables; and exhibit qualities of self-confidence, composure, self-reliance, self-respect and adaptability	Positive whole numbers - positive rationals Use of numbers (without calculations) counting Addition, subtraction algorithm Use of numbers (without calculations) coding, ordering Measurement: non-geometric time/calendar

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Insert additional material	Comprehension, informational report
Viewing	Insert additional material	Visual analysis, logic, recognition of symbols, codes

A4 (TASK STATEMENT) MAKE REQUIRED COPIES FOR DISTRIBUTION/STORAGE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Power typewriter Console Magnetic media [magnetic card, magnetic tape, cassette, cartridge] Office stationery Pin feed platen Continuous form paper	Operate power typewriter Operate console Feed continuous form paper into magnetic electronic typewriter attaching it to pinfeed platen Retrieve document from storage Make revisions if necessary Play out required number of copies	SAFETY Keep hands and objects from inside of typewriter Turn off equipment when not in use Keep hair, foreign articles and clothing away from mechanism Keep li[illegible]'d refreshments away from equipment HAZARD Cut self on guide wire inside selectric typewriter Heat can deteriorate documents Continuous form paper sensitive to heat [illegible]lectrical shock Loss of equipment

DECISIONS	CUES	ERRORS
Determine the appropriate paper Determine most economical method of making additional copies Determine the number of copies needed	Follow company policy in choosing paper Method of making required copies according to number requested	Loss of time Loss of money Forms wastage

A4 (TASK STATEMENT) MAKE REQUIRED COPIES FOR DISTRIBUTION/STORAGE

SCIENCE	MATH – NUMBER SYSTEMS
PHYSICAL SCIENCE Heat can deteriorate document Magnetic fields can destroy records BEHAVIORAL SCIENCE Professionalism-Maintain capacity to foster cooperation Motivation Hand movement	Positive whole numbers - positive rationals Use of numbers (without calculations) counting, coding Addition algorithm Distributive algorithm Measurement: non-geometric time/calendar

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Originator asks for x number of copies by way of a memo	Comprehension
Listening	Originator asks for x number of copies	Note taking

Duty B Transcribing Documents

1 Regulate controls on transcriber
2 Regulate controls on power typewriter
3 Listen to recorded material
4 Keyboard dictated document while listening

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B_1 (TASK STATEMENT) REGULATE CONTROLS ON TRANSCRIBER

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Transcriber Magnetic belt Foot pedal Index slip Ear phones Operators manual	Regulate tuning speed on transcriber Regulate index slip Operate foot pedal [start, stop, back up] Operate controls on dictation unit for listening Place magnetic belt on unit	SAFETY Turn equipment off when not in use Keep liquid refreshments away from equipment Proper use of erase magnet HAZARD Heat can deteriorate documents Electircal shock Loss of equipment Loss of information if equipment is handled incorrectly
DECISIONS	**CUES**	**ERRORS**
Discriminate between auditory signals Determine the right spot on the index slip	Clearness of dictated material The correct tone and speed Special instructions	Document recorded incorrectly Loss of time Loss of money

B_1 (TASK STATEMENT) REGULATE CONTROLS ON TRANSCRIBER

SCIENCE	MATH – NUMBER SYSTEMS
PHYSICAL SCIENCE Heat can deteriorate documents Magnetic fields can destroy records BEHAVIORAL SCIENCE Hand movement	Positive whole numbers - positive rationals Use of numbers (without calculations) counting, ordering, coding Addition and subtraction algorithm Measurement: non-geometric time/calendar

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening	Dictated letter	Auditory discrimination, noise discrimination

B_2 (TASK STATEMENT) REGULATE CONTROLS ON POWER TYPEWRITER

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Electronic media typewriter Console Operators manual	Regulate controls for each phase of equipment operation Refer to manual if necessary	SAFETY Do not put hands inside magnetic media typewriter Turn equipment off when not in use Keep hair, foreign articles and clothing away from mechanism HAZARD Cut self on guide wire inside selectric typewriter Heat can deteriorate documents Electric shock
DECISIONS	**CUES**	**ERRORS**
Determine proper mode	Check dials	Loss of time and money

B_2 (TASK STATEMENT) REGULATE CONTROLS ON POWER TYPEWRITER

SCIENCE	MATH – NUMBER SYSTEMS
PHYSICAL SCIENCE Heat can deteriorate documents Magnetic fields can destroy records	Positive whole numbers - positive rationals Use of numbers (without calculations) counting, ordering, coding Addition, subtraction algorithm

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Set machine in proper mode	Comprehension, descripiton of mechanism, terminology, detail/inference

B_3 (TASK STATEMENT) LISTEN TO RECORDED MATERIAL

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Transcriber Magnetic belt Ear phones Foot pedal Index slip	Adjust controls on input device Put on ear phones Listen to recorded information	SAFETY Turn equipment off when not in use Keep liquid refreshments away from equipment Proper use of erase magnet HAZARD Heat can deteriorate documents Loss of equipment Continuous form paper sensitive to heat

DECISIONS	CUES	ERRORS
Determine proper auditory adjustment Determine speed	Unable to record fast enough Unable to record accurately	Loss of time and money

B3 (TASK STATEMENT) LISTEN TO RECORDED MATERIAL

SCIENCE	MATH – NUMBER SYSTEMS
PHYSICAL SCIENCE Heat can deteriorate documents Magnetic fields can destroy records BEHAVIORAL SCIENCE Aptitude	Positive whole numbers - positive rationals Use of numbers (without calculations) counting, ordering, coding Addition, subtraction algorithm

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening	Listen to pre-recorded belt	Auditory discrimination, concentration, logic, word definition, noise discrimination

B_4 (TASK STATEMENT) KEYBOARD DICTATED DOCUMENT WHILE LISTENING

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Power keyboard Console Transcriber Rough draft paper Magnetic belt Magnetic media [magnetic card, magnetic belt, cassette, cartridge] Index slip Foot pedal Procedure manual Reference manual	Listen to dictated document as document is keyboarded Correct typographical errors Edit document Playout final document	SAFETY Do not put hands inside magnetic media typewriter Turn equipment off when not in use Keep hair, clothing away from mechanism Keep liquid refreshments away from equipment Proper use of erase magnet HAZARD Cut self on guide wire inside selectric typewriter Heat can deteriorate documents Electrical shock Loss of equipment Continuous form paper sensitive to heat Loss of information if equipment handled incorrectly
DECISIONS	**CUES**	**ERRORS**
Determine format Determine punctuation, grammar, speling, sentence structure Set transcriber correctly	Procedure manuals Reference manuals	Loss of time Loss of money Dissatisfied originator of document

B4 (TASK STATEMENT) KEYBOARD DICTATED DOCUMENT WHILE LISTENING

SCIENCE	MATH – NUMBER SYSTEMS
PHYSICAL SCIENCE Heat can deteriorate documents Magnetic fields can destory records BEHAVIORAL SCIENCE Aptitude Motivation Composure Hand movement Proficience	Positive whole numbers - positive rationals Use of numbers (without calculations) counting, ordering, coding Addition, subtraction algorithm Measurement: non-geometric time/calendar

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COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening	Listen to recorded material	Auditory discrimination, concentration, logic, work definition, noise discrimination

Duty C Filing, Logging and Record Keeping

1 Set-up log/index of documents
2 Search log/index to identify and locate documents
3 Release/return documents to/from storage
4 Log/index records of documents and required follow-up

C_1 (TASK STATEMENT) SET-UP LOG/INDEX OF DOCUMENTS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Procedures manual Filing equipment Sorter Folder Index cards Tabs Documents Logs	Review procedures manual Discuss with executive viable procedure to insure the most efficient system Decide on the system Set-up storage files	SAFETY Keep liquid refreshments away from log HAZARD Loss of information
DECISIONS	**CUES**	**ERRORS**
Determine available spacing for needed equipment Determine amount of equipment needed Select the appropriate equipment for the least amount of mon Determine how long records are to be kept Determine probable cost	Location and size of facility Storage method now in existence Retention period Supply cost	Inadequate facilities Inadequate identification of documents stored Improper equipment Loss of time and money

C_1(TASK STATEMENT) SET-UP LOG/INDEX OF DOCUMENTS

SCIENCE	MATH - NUMBER SYSTEMS
PHYSICAL SCIENCE Heat can deteriorate documents Magnetic fields can destroy records BEHAVIORAL SCIENCE Professionalism - trust, confidentiality, cooperation, integrity, adaptability General terminology - aptitude, accuracy, competency	Use of numbers (without calculations) coordinate system

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Logging work, time to complete stored document and records	Comprehension, informational recommendation
Writing	Logging work, time to complete stored document and records	Classification, description, terminology, logic
Viewing	Logging work, time to complete stored document and records	Visual analysis, detail and inference, recognition of symbols, codes

C_2 (TASK STATEMENT) SEARCH LOG/INDEX TO IDENTIFY AND LOCATE DOCUMENTS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Magnetic tape disc storage files Magnetic card storage files Sorter Release stamp Time/date stamp Folders Index cards Pen/pencil Documents Reports Distribution list Time schedule Procedures manuals	Sort documents Arrange in filing order Coding if necessary Make index card for desk file Make folder Log	SAFETY Keep liquid refreshments away from storage files Do not smoke in storage areas HAZARD Heat can deteriorate documents
DECISIONS	**CUES**	**ERRORS**
Devise efficient filing system Determine storing process on the basis of the code Determine retention schedule	Misfiled documents Miscoded documents Type of documents to be retained	Loss of storage space Loss of vital information (documents) Prevent others from locating documents

C_2 (TASK STATEMENT) SEARCH LOG/INDEX TO IDENTIFY AND LOCATE DOCUMENTS

SCIENCE	MATH – NUMBER SYSTEMS
PHYSICAL SCIENCE Heat can deteriorate documents Magnetic fields can destroy records BEHAVIORAL SCIENCE Professionalism- trust, confidentiality, integrity General terminology - accurate, competency, independence	Use of numbers (without calculations) Addition, subtraction, multiplication, division algorithm Measurement: non-geometric time/calendar [to record increase/decrease in business]

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Locate, log documents	Comprehension, informational recommendation, definition, terminology
Writing	Log documents	Spelling, classification, logic
Viewing	Log documents	Visual analysis, memory, recognition of codes

C_3 (TASK STATEMENT) RELEASE/RETURN DOCUMENTS TO/FROM STORAGE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Procedures manual Documents Reports Card file Time/date stamp Requisition cards Folders Sorter	RELEASE Sort the request Obtain document needed Date log Distribute RETURN Sort the returned item Log properly Re-file	SAFETY Keep liquid refreshments away from logs and files HAZARD Heat can deteriorate documents
DECISIONS	**CUES**	**ERRORS**
Remove check-out cards from desk file Determine when to remove out-guide and replace with document Determine if the frequency of check-outs for documents warrant making extra copies	Frequency of check out for certain documents Storage-release-return routine Non-return of overdue documents	Documents are misfiled Effective accessibility is hampered Loss of classified and confidential documents

C_3 (TASK STATEMENT) RELEASE/RETURN DOCUMENTS TO/FROM STORAGE

SCIENCE	MATH – NUMBER SYSTEMS
PHYSICAL SCIENCE Magnetic fields can destroy records BEHAVIORAL SCIENCE Professionalism - trust, confidentiality, cooperation, integrity	Use of numbers (without calculation) Counting, coordinate system, ordering, indexing, coding ratio, measurement, recording Measurement: non-geometric Time/calendar

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Identifying documents for proper release and storage	Terminology, usage
Reading	Log request	Comprehension, detail/inference
Writing	Log request	Classification, description
Viewing	Log request	Visual analysis, memory, recognition of symbols, and codes

C_4 (TASK STATEMENT) LOG/INDEX RECORDS OF DOCUMENTS AND REQUIRED FOLLOW-UP

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Log Source documents Pen/pencil Ruler	Secure source documents Sort according to specific areas Arrange chronologically Record entries Compute figures	SAFETY Handle paper and rule carefully HAZARDS Paper and rule cuts
DECISIONS	**CUES**	**ERRORS**
Determine recommendations Determine need for expansion	Increase output Decrease manpower	Loss of efficiency and effectiveness Time/money

C_4 (TASK STATEMENT) LOG/INDEX RECORDS OF DOCUMENTS AND REQUIRED FOLLOW-UP

SCIENCE	MATH – NUMBER SYSTEMS
PHYSICAL SCIENCE Heat can deteriorate documents Magnetic fields can destroy records BEHAVIORAL SCIENCE Professionalism - trust, confidentiality, cooperation, integrity General terminology - aptitude, accuracy, competency	Use of numbers (without calculations) Addition, Subtraction, multiplication, division algorithm Order of operations, i.e., use of parentheses in simplifying arithmetic expressions Changing mixed numbers to improper fractions Finding a percent of a number and what percent one number of another Measurement: non-geometric time, money Changing fractions to decimal and decimal to fractions

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Documents, reports	Comprehension, terminology
Writing	Documents, reports	Spelling, classification, usage
Viewing	Documents, reports	Visual analysis, memory, recognition of codes

D cy D Proofreading and Editing

1 Identify errors during playback
2 Edit document
3 Keyboard revised document
4 Discuss all problems with originator of work

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D_1 (TASK STATEMENT) IDENTIFY ERRORS DURING PLAYBACK

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Magnetic media typewriter Colored pen/pencil Dictionary Paper Correction marks Rough draft documents Rough draft reports Procedures manual	Read drafts only Keyboard drafts Correct drafts using colored pen/ pencil Edit for grammar, spelling, punctuation and format Confer with originator/user (if necessary) Make suggestions for improving content format on deletions	SAFETY Do not put hands inside magnetic media typewriter Turn equipment off when not in use Keep hair, foreign articles and clothing away from mechanism Keep liquid refreshments away from equipment HAZARD Loss of equipment Electrical shock from equipment
DECISIONS	**CUES**	**ERRORS**
Determine the wording needed to read smoothly Determine format	Mistakes in English grammar Office procedures	Misinterpret originator's/user's meaning Loss of time/money Misspelled words

D_1 (TASK STATEMENT) IDENTIFY ERRORS DURING PLAYBACK

SCIENCE	MATH – NUMBER SYSTEMS
PHYSICAL SCIENCE Heat can deteriorate documents Magnetic fields can destroy records BEHAVIORAL SCIENCE Professionalism Trust, confidentiality, cooperation, integrity General terminology Aptitude, accuracy, competency, decision-making, face-to-face contact	Use of numbers (without calculations) counting, ordering (sequential), coding - numerical Addition, subtraction algorithm

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Locate errors, record documents	Comprehension, terminology, definition, speed/rate
Writing	Locate errors, record documents	Spelling, memo format, description, clarity of expression, usage
Viewing	Locate errors, record documents	Visual analysis, detail and inference recognition of symbols, codes

D_2 (TASK STATEMENT) EDIT DOCUMENT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Magnetic media typewriter Procedures manual Colored pan/pencil Instruction forms Dictionary Documents - hard copy Reports Rough draft documents	Read document Make spelling, punctuation and grammatical corrections Keyboard edited copy Playback final draft Finalize draft before submitting for authorized signature, distribute or mail	SAFETY Do not put hands inside magnetic media typewriter Turn equipment off when not in use Keep hair, foreign articles and clothing away from mechanism Keep liquid refreshments away from equipment Proper use of erase magnet HAZARD Cut self on guide wire inside selectric typewriter Electrical shock Loss of equipment Loss of information if equipment handled incorrectly Get feet caught in electrical cord of equipment
DECISIONS	**CUES**	**ERRORS**
Determine whether a change in formatting is needed Determine if content change is necessary	Office procedures Information given	Loss of time/money Lawsuit

D_2 (TASK STATEMENT) EDIT DOCUMENT

SCIENCE	MATH – NUMBER SYSTEMS
PHYSICAL SCIENCE Heat can deteriorate documents Magnetic fields can destroy records BEHAVIORAL SCIENCE General terminology Professionalism Maintain capacity to foster tust, confidentiality, cooperation; to cope with conflict behavior	Signed numbers Use of numbers (calculation Addition, subtraction, multiplication, division algorithm Reduction of fractions Changing fractions to decimal and decimals to fractions Rounding off decimals and whole numbers Electric calculator-use of computing devices and mechanical aids

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Completion of documents for distribution and mailing	Comprehension, detail, speed, definition, terminology
Writing	Completion of documents for distribution and mailing	Spelling, classification, clarity of expression, logic, usage
Viewing	Completion of documents for distribution and mailing	Visual analysis, memory, recognition of symbols, codes

D_3 (TASK STATEMENT) KEYBOARD REVISED DOCUMENT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Magnetic media typewriter Paper Magnetic card Magnetic tape disc Revised document Procedures manual	Read revised document Keyboard on mag-media typewriter Playback Proof revised copy	SAFETY Do not put hands inside magnetic media typewriter Turn equipment off when not in use Keep hair, foreign articles and clothing away from mechanism Keep liquid refreshments away from equipment HAZARD Cut self on guide wire inside selectric typewriter Heat can deteriorate documents Electrical shock Loss of equipment Continuous form paper sensitive to heat Loss of information if equipment handled incorrectly Get feet caught in electrical cord of equipment
DECISIONS	**CUES**	**ERRORS**
Decide if the need warrants a change in format Determine whether the document transmits the originator's or user's meaning	Follow procedures manual Appearance of document	Loss of money Loss of client/customer

4/3

D3 (TASK STATEMENT) KEYBOARD REVISED DOCUMENT

SCIENCE	MATH – NUMBER SYSTEMS
PHYSICAL SCIENCE Heat can deteriorate documents Magnetic fields can destroy records BEHAVIORAL SCIENCE Professionalism - trust, confidentiality, integrity General terminology - aptitude, competency, proficiency, motoric skills	Use of numbers Addition, subtraction, multiplication, division algorithm Measurement: non-geometric time, speed

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Words per minute, consistency with standard terms	Speed, terminology
Writing	Finished documents	Spelling, memo format
Viewing	Finished documents	Describing, recognition of codes

D_4 (TASK STATEMENT) DISCUSS ALL PROBLEMS WITH ORIGINATOR OF WORK

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Procedures manual Equipment Documents Magnetic media typewriter Dictionary Rough draft of documents	Complete rough draft Edit document Make revision for keyboarding Discuss dictation problems with originator/user dictating formating Schedule or set priority on documents Playback final copy Distribution of finished documents	SAFETY Keep hair, hands, food and drink away from inside of equipment HAZARD Equipment breakdown Personal injury
DECISIONS	**CUES**	**ERRORS**
Determine the best process for speedy finished product Determine and eliminate unnecessary delays Determine if problem exists	Format Necessary coding Scheduling of the work Request for rush documents Dictation mannerism Punctuation Erasing belts Necessity for rapport	Time factor Loss of business, time/money

SH

D_4 (TASK STATEMENT) DISCUSS ALL PROBLEMS WITH ORIGINATOR OF WORK

SCIENCE	MATH – NUMBER SYSTEMS
BEHAVIORAL SCIENCE Professionalism - trust, confidentiality, cooperation, integrity, adaptability General terminology - aptitude, accurate, competency	Uses of numbers (without calculations) Fundamental operations-addition, subtraction, multiplication, division algorithm Measurement - non-geometric: time/money/production words per minute

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Transcribing, dictated document	Terminology, appropriate diction, clarity of expression, usage
Reading	Draft of documents	Comprehension, definition
Writing	Draft of documents	Spelling, classification, memo format, description
Viewing	Draft of documents	Visual analysis, memory

Duty E Implementing Procedures and Flow Charts

1 Follow procedures manual
2 Interpret coding of format
3 Interpret flow of materials/procedures
4 Utilize information
5 Recommend changes and improvements to the system for better utiliza
of equipment

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E_1 (TASK STATEMENT) FOLLOW PROCEDURES MANUAL

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Procedures manual Sample documents Equipment manual	Read procedures manual Associate procedures with work to be accomplished Perform task Check manual for clarity	N/A
DECISIONS	**CUES**	**ERRORS**
Determine validity and correctness of existing manual Decide whether there is a need for additional instruction to operate	Need for expert clarification and updated procedures on certain items	Misinterpretation of company policies Loss of time/money

E_1 (TASK STATEMENT) FOLLOW PROCEDURES MANUAL

SCIENCE	MATH – NUMBER SYSTEMS
BEHAVIORAL SCIENCE Professionalism - trust, confidentality, cooperation, integrity General terminology - accuracy, performance	Use of numbers (without calculations) counting, coordinate system, ordering, indexing, coding, ratio, measurement, recording

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Read manual, written recommendations on charges	Comprehension, definition, terminology
Writing	Make graphs, retain any extraordinary incidents	Classification, format, descripiton, logic, usage
Viewing	Examine existing data	Visual analysis, memory, describing, logic, recognition of symbols, codes

E_2 (TASK STATEMENT) INTERPRET CODING OF FORMAT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Procedures manual Equipment and operators instructions manual Magnetic media typewriter Document Summary of codes Magnetic/media supplies	Study document Determine which codes are needed Record codes necessary for format	Keep food, drink, hands, hair and foreign objects away from inside equipment HAZARD Equipment breakdown
DECISIONS	**CUES**	**ERRORS**
Decide the best code for a format Check procedures manual Determine and eliminate unnecessary codes	Format needed Ease of coding Type of document	Erroneous format Loss of time/money

E_2 (TASK STATEMENT) INTERPRET CODING OF FORMAT

SCIENCE	MATH – NUMBER SYSTEMS
BEHAVIORAL SCIENCE General terminology - accurate, competency, aptitude, proficiency Professionalism Maintain capacity to foster trust, confidentiality, cooperation; to generate integrity; and exhibit qualities of self-confidence, composure, self-reliance, self-respect and adaptability	Uses of numbers (without calculations) Addition, subtraction algorithm Measurement: non-geometric time/calendar

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Coding and format documents	Terminology for interpretation, clarity of expressions used in explanations
Reading	Document	Comprehension of interpretation and definitions Analyze information and recommendation, reports, terminology
Writing	Record codes	Spelling classification, description of documents, logic related to proper coding, usage of terminology
Viewing	Document and codes	Visual analysis of interpretation. code recognition

E_3 (TASK STATEMENT) INTERPRET FLOW OF MATERIALS/PROCEDURES

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Documents Procedures manual Distribution list Flow chart	Consider the document's purpose Become familiar with flow chart terminology Become familiar with flow chart signs and techniques Study flow chart	N/A

DECISIONS	CUES	ERRORS
Decide on interpretation of flow chart based on document	Complexity of the flow	Misinterpretation of the flow chart

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E (TASK STATEMENT) INTERPRET FLOW OF MATERIALS/PROCEDURES

SCIENCE	MATH – NUMBER SYSTEMS
BEHAVIORAL SCIENCE Professionalism - trust, confidentiality, cooperation, integrity, and adaptability	Uses of numbers (without calculation) counting, coordinate system, ordering, indexing, coding, ratio, measurement, recording Measurement: non-geometric time

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Procedure ordering the flow of materials	Terminology, clarity of expression
Reading	Flow charts	Comprehension, definition, terminology
Writing	Memo	Spelling, classification, memo format, business letter (format/content)
Viewing	Flow charts	Visual analysis, memory, logic, recognition of symbols, codes

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E_4 (TASK STATEMENT) UTILIZE INFORMATION

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Documents Log sheets Reference materials Storage files Procedures manuals	Originate new documents Secure resource documents, magnetic cards, tapes Read Record needed data Return resource document Compile reports Secure log/index Research/analyze data Record needed data Return log to storage Follow-up or interpret documents	N/A
DECISIONS	**CUES**	**ERRORS**
Follow procedures manual	Understand material	Not taking advantage of stored data Insufficient facts Misuse of information

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E_4 (TASK STATEMENT) UTILIZE INFORMATION

SCIENCE	MATH – NUMBER SYSTEMS
BEHAVIORAL SCIENCE Professionalism - trust, confidentiality, cooperation, integrity General terminology - aptitude, decision making, feed back, cooperation	Uses of numbers Addition, subtraction, multiplication, division algorithm Measurement: non-geometric time/calendar

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COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Documents reports	Terminology
Reading	Documents reports	Comprehension, detail/inference, informational, recommendation, proposals, definition
Writing	Documents reports	Spelling, classification, logic, usage
Viewing	Documents reports	Visual analysis, describing, recognition of symbols, codes

E_5 (TASK STATEMENT) RECOMMEND CHANGES AND IMPROVEMENTS TO THE SYSTEM FOR BETTER UTILIZATION OF EQUIPMENT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Magnetic media typewriter Copier Log List of equipment Procedures manual Work flow chart Suggestions for improvement	Obtain data on out-going documents Obtain facts on use of equipment Sort and analyze data Consider the alternatives available Secure recommendations Make decisions	SAFETY Keep foreign objects from inside magnetic equipment Turn equipment off when not in use HAZARD Electrical shock Loss of equipment
DECISIONS	**CUES**	**ERRORS**
Require specialization Distribute work according to each office worker's area of specialization	Individual talents and ideas	Misuse of proficiency and talent Poor end-product

E_5 (TASK STATEMENT) RECOMMEND CHANGES AND IMPROVEMENTS TO THE SYSTEM FOR BETTER UTILIZATION OF EQUIPMENT

SCIENCE	MATH – NUMBER SYSTEMS
BEHAVIORAL SCIENCE Professionalism - trust, confidentiality, cooperation, integrity General terminology - aptitude, accurate, competency	Uses of numbers Fundamental operations - addition, subtraction, multiplication, division algorithms Measurement: non-geometric time/calendar, money

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Research, make recommendations for changes in equipment	Terminology, logic
Reading	Research	Comprehension, detail/inference, informational, recommendation report, definition
Writing	Report	Spelling, classification, usage
Viewing	Date	Visual analysis, memory

Duty F Originating and Completing Documents

1 Compose a document on magnetic media
2 Proofread/edit while mechanically correcting errors on machine utilizing magnetic media
3 Playback document in final copy
4 Burst, sign, fold and attach related materials
5 Distribute finished product
6 Follow and establish dictation procedures when applicable

58

F_1 (TASK STATEMENT) COMPOSE A DOCUMENT ON MAGNETIC MEDIA

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Magnetic media typewriter Log index document Magnetic media supplies Dictionary Paper Procedures manual	Decide to create document Secure log/index data Compose document on magnetic media Edit/revise as keyboarding Backspace and strike over for corrections Transmit for approval (if necessary) Playout final draft Secure authorized signature	SAFETY Do not put hands inside magnetic media typewriter Turn equipment off when not in use Keep hair, foreign objects and clothing away from equipment Keep liquid refreshments away from equipment Proper use of erase magnet HAZARD Cut self on guide wire inside selectric typewriter Heat can deteriorate documents Electrical shock Loss of equipment Continuous form paper sensitive to heat Loss of information if equipment handled in correctly

DECISIONS	CUES	ERRORS
Determine the purpose of the document Use procedures manual	Understand document Correct interpretation of procedures manual	Loss of time/money Misinterpretation of meaning

59

F_1 (TASK STATEMENT) COMPOSE A DOCUMENT ON MAGNETIC MEDIA

SCIENCE	MATH – NUMBER SYSTEMS
PHYSICAL SCIENCE Heat can deteriorate documents Magnetic fields can destroy records BEHAVIORAL SCIENCE Professionalism - trust, confidentiality, integrity, adaptability	Uses of numbers (without calculations) Fundamental operations - addition, subtraction, multiplication, division algorithms Measurement: non-geometric time/calendar, money

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Originating documents	Comprehension, definition, terminology
Writing	Documents	Spelling, classification, format, logic
Viewing	Documents	Visual analysis, memory, recognition of symbols, codes

09

F_2 (TASK STATEMENT) PROOFREAD/EDIT WHILE MECHANICALLY CORRECTING ERRORS ON MACHINE UTILIZING MAGNETIC MEDIA

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Magnetic media typewriter Magnetic cards Magnetic tapes Magnetic belts Magnetic discs Procedures manual Rough draft Dictionary	Proofread document Edit/revise using proper techniques Playout document Transmit to originator (if necessary) Keyboard revisions Secure authorized signature Secure attachments (if necessary) Mail or distribute	HAZARD Machanical failure of equipment SAFETY Use normal safety procedures
DECISIONS	**CUES**	**ERRORS**
Use most feasible method for making corrections Follow business English rules	Length of revisions Type of errors	Poor document quality Invalid information Loss of time and money Loss of business

F_2 (TASK STATEMENT) PROOFREAD/EDIT WHILE MECHANICALLY CORRECTING ERRORS ON MACHINE UTILIZING MAGNETIC MEDIA

SCIENCE	MATH – NUMBER SYSTEMS
PHYSICAL SCIENCE Magnetic fields can destroy records BEHAVIORAL SCIENCE Professionalism - trust, cooperation, integrity, confidentiality General terminology - competency, aptitude, accuracy, motor skills, responsibility	Uses of numbers (without calculations) Fundamental operations

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Revised document for final print out	Comprehension, speed/rate, terminology
Writing	Document	Spelling, memo format, logic with word usage
Viewing	Document	Visual analysis, memory, recognition of symbols, codes

F_3 (TASK STATEMENT) PLAYBACK DOCUMENT IN FINAL COPY

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Magnetic media typewriter Magnetic card Magnetic tape disc Paper Edited/revised document Procedures manual Dictionary Special features or attachments on typewriter for continuous unattended playback	Proofread revised copy Insert mag/media Playback document (attended or unattended) Distribute or mail	SAFETY Do not put hands inside magnetic media typewriter Turn equipment off when not in use Keep hair, foreign objects and clothing away from mechanism Keep liquid refreshments away from equipment HAZARD Cut self on guide wire inside selectric typewriter Electrical shock Loss of information if equipment handled incorrectly
DECISIONS	**CUES**	**ERRORS**
Determine machine for playout Decide on the patching	Quality needed	Poor quality control Improper format

F3 (TASK STATEMENT) PLAYBACK DOCUMENT IN FINAL COPY

SCIENCE	MATH – NUMBER SYSTEMS
PHYSICAL SCIENCE Magnetic fields can destory records Transfer heat from one form to another BEHAVIORAL SCIENCE Professionalism - trust, confidentiality, integrity General terminology - competency, efficient motoric skills	Use of numbers (without calculations) counting, coordinate system, ordering, coding for playback

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Final draft of documents	Comprehension, definition, terminology
Writing	Final draft of documents	Spelling memo format
Viewing	Final draft of documents	Recognition of codes

F_4 (TASK STATEMENT) BURST, SIGN, FOLD AND ATTACH RELATED MATERIALS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Carbonized sets Ruler Pen Folding machine Stapler, paper clips Collater Copier Log sheet Procedures manual	Gather materials and supplies Determine sequence Match/batch documents Bursting documents Sign documents Fold documents Attach related materials	SAFETY Follow normal safety measures HAZARD Staple self
DECISIONS	**CUES**	**ERRORS**
Determine what materials should go together Determine who should authorize completed task	Establish procedures and authorization Priorities	Improper match/batch Improper related materials

F4 (TASK STATEMENT) BURST, SIGN, FOLD AND ATTACH RELATED MATERIALS

SCIENCE	MATH – NUMBER SYSTEMS
BEHAVIORAL SCIENCE Professionalism - trust, confidentiality, cooperation, integrity, composure and adaptability General terminology - competency, accuracy, responsibility	Uses of numbers (without calculations) ordering, counting coding

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading Writing Viewing	Batching for distribution	Comprehension for gathering material, speed Classification, spelling Visual analysis, memory, detail/inference

F_5 (TASK STATEMENT) DISTRIBUTE FINISHED PRODUCT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Distribution list Envelopes Folders Copier Stamps Buck slip Procedures manual	Gather materials to be distributed Determine mode of distribution Make copies (if necessary) Refer to procedures manual	SAFETY Follow normal safety procedures HAZARD Equipment breakdown

DECISIONS	CUES	ERRORS
Establish priorities for distribution Determine mode of distribution	Type of material Time factor Personnel involved	Delays Waste of time/money Lack of control

F_5 (TASK STATEMENT) DISTRIBUTE FINISHED PRODUCT

SCIENCE	MATH – NUMBER SYSTEMS
BEHAVIORAL SCIENCE Professionalism - trust, confidentiality, cooperation, integrity General terminology - competency, accuracy, responsibility	Use of numbers (without calculations) counting, indexing

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading Writing Viewing	Transmitting documents	Comprehension, detail/inference, speed Spelling, classification, description, usage Visual analysis, memory, retention, recognition of codes

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F_6 (TASK STATEMENT) FOLLOW AND ESTABLISH DICTATION PROCEDURES WHEN APPLICABLE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY -- HAZARD
Procedures manual Reference material Dictation equipment Dictation supplies Pad and pencil Correspondence folder Dictionary	Gather reference material Refer to procedures manual Make brief outline Think first - then dictate Review dictation Give transcriptionist needed instruction Distribute completed dictation to W/P center	SAFETY Follow normal safety procedures HAZARD Equipment breakdown

DECISIONS	CUES	ERRORS
Determine whether correspondence is active or re-active Decide what reference materials are necessary Decide the re-action of the recipient	Quality requirements Time factor	Waste of time/money Ineffective correspondence

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16. FOLLOW AND ESTABLISH DICTATION PROCEDURES WHEN APPLICABLE

SCIENCE	MATH – NUMBER SYSTEMS
BEHAVIORAL SCIENCE Professionalism - trust, confidentality, cooperation, integrity General terminology - aptitude, competency, proficiency, accuracy, responsibility	Uses of numbers (without calculations) counting, indexing, ordering, coding

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Compose documents	Terminology/general vocabulary, appropriate diction, enunciation, clarity of expression
Reading	Documents	Comprehension, definition
Writing	Documents	Spelling, classification, description, business letters (format/content) logic, usage
Viewing	Documents	Visual analysis, memory, describing, logic

Duty G Originating Formats

1 Determine type of format
2 Compose document to be formated
3 Utilize coding applicable to format
4 Keyboard document
5 Playback final copy

71

G_1 (TASK STATEMENT) DETERMINE TYPE OF FORMAT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Procedures manual Rough draft paper	Read procedures manual Apply instructions appropriate to format Make rough draft	N/A

DECISIONS	CUES	ERRORS
Determine type of format	Company procedures	Work must be redone Loss of time/money

72

G_1 (TASK STATEMENT) DETERMINE TYPE OF FORMAT

SCIENCE	MATH – NUMBER SYSTEMS
BEHAVIORAL SCIENCE Aptitude Proficiency	Positive whole numbers - positive rationals Use of numbers (without calculations) counting, ordering, coding Addition, subtraction algorithm

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Check procedure manual	Comprehension, terminology, instructions

G_2 (TASK STATEMENT) COMPOSE DOCUMENT TO BE FORMATED

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Magnetic media typewriter Console Rough draft paper Reference manual Dictionary Magnetic media (magnetic card, magnetic tape, cassette, cartridge)	Operate equipment	SAFETY Do not put hands inside magnetic media typewriter Turn equipment off when not in use Keep hair, clothing, and foreign objects away from mechanism HAZARD Cut self on guide wire inside selectric typewriter Heat can deteriorate documents Electrical shock

DECISIONS	CUES	ERRORS
Determine correct grammar, spelling, punctuation and sentence structure Decide on most eye-pleasing format Determine what is "accurate" information	Well formulated document	Loss of time/money

G_2 (TASK STATEMENT) COMPOSE DOCUMENT TO BE FORMATED

SCIENCE	MATH – NUMBER SYSTEMS
PHYSICAL SCIENCE Heat can deteriorate documents Magnetic fields can destory records BEHAVIORAL SCIENCE Aptitude Motivation Proficiency	Positive whole numbers - positive rationals Use of numbers (without calculations) counting, ordering Adding, subtraction algorithm

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Writing	Compose a letter	Spelling, classification, description, format/content, terminology/general vocabulary, clarity of expression, logic, usage
Viewing	Compose a letter	Visual analysis, logic, detail/inference

G_3 (TASK STATEMENT) UTILIZE CODING APPLICABLE TO FORMAT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Procedures manual Rough draft paper	Determine coding Write rough draft	N/A

DECISIONS	CUES	ERRORS
Interpret code Determine whether document conforms with procedures manual	Instructions in procedures manual	Loss of time/money

G_3 (TASK STATEMENT) UTILIZE CODING APPLICABLE TO FORMAT

SCIENCE	MATH – NUMBER SYSTEMS
BEHAVIORAL SCIENCE Aptitude Proficiency	Positive whole numbers - positive rationals Use of numbers (without calculations) counting, ordering Addition, subtraction algorithm

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Check draft	Comprehension, instructions, terminology
Writing	Rough draft	Classification, clarity of expression

G_4 (TASK STATEMENT) KEYBOARD DOCUMENT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Magnetic media typewriter Console Magnetic media (magnetic tape, magnetic card, cassette, cartridge) Document Rough draft paper Procedures manual	Operate keyboard Operate console Keyboard document Make revisions or corrections	SAFETY Do not put hands inside magnetic media typewriter Turn equipment off when not in use Keep hair, foreign objects and clothing away from mechanism Keep liquid refreshments away from equipment HAZARD Cut self on guide wire inside selectric typewriter Heat can deteriorate documents Electrical shock Loss of equipment
DECISIONS	**CUES**	**ERRORS**
Determine correct format after revisions or corrections Correct usage of codes	Company regulations regarding formats	Loss of time/money Document must be redone

G4 (TASK STATEMENT) KEYBOARD DOCUMENT

SCIENCE	MATH – NUMBER SYSTEMS
PHYSICAL BEHAVIORAL Heat can deteriorate documents Magnetic fields can destroy records BEHAVIORAL SCIENCE Aptitude Hand movement Proficiency	Positive whole numbers - positive rationals Use of numbers (without calculations) ordering, counting, coding Addition, subtraction algorithm

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Document	Comprehension, detail/inference, terminology
Viewing	Document	Visual analysis, recognition of symbols codes, emblems

G5 (TASK STATEMENT) PLAYBACK FINAL COPY

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Magnetic media typewriter Console Magnetic media (magnetic tape, magnetic card, cassette, cartridge) Office stationery Procedures manual	Operate console Operate magnetic typewriter	SAFETY Do not put hands inside magnetic media typewriter Turn equipment off when not in use Keep hair, foreign objects and clothing away from mechanism Keep liquid refreshments away from equipment HAZARD Cut self on guide wire inside selectric typewriter Heat can deteriorate documents Electrical shock Loss of equipment
DECISIONS	**CUES**	**ERRORS**
Determine whether formatted documents conform to company policies	Previously formatted documents of the same type	Loss of time/money Document rejected

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G_5 (TASK STATEMENT) PLAYBACK FINAL COPY

SCIENCE	MATH – NUMBER SYSTEMS
PHYSICAL SCIENCE Heat can deteriorate documents Magnetic fields can destory records BEHAVIORAL SCIENCE Hand movement	Positive whole numbers - positive rationals Use of numbers (without calculations) counting, ordering

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COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading Viewing	Document Document	Proofread Visual analysis, logic

81

Duty H Managing Time and Tasks

1 Self-log a task data sheet
2 Record a work count
3 Maintain strict time schedule on all work produced

82

H_1 (TASK STATEMENT) SELF-LOG A TASK DATA SHEET

83

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Task data sheet Paper Record of turn around time Procedures manual	Assemble and record on task data sheet a record of jobs by time period Assemble and record time between beginning and completion of tasks	N/A

DECISIONS	CUES	ERRORS
Determine the proper procedure Determine accuracy of math Determine accuracy of records	Directions in procedures manual Illogical result	Loss of time/money Possible loss of integrity in eyes of employer

83

H_1 (TASK STATEMENT) SELF-LOG A TASK DATA SHEET

SCIENCE	MATH – NUMBER SYSTEMS
BEHAVIORAL SCIENCE Aptitude Motivation Proficiency	Positive whole numbers - positive rationals Use of numbers (without calculations) counting, ordering, coding Addition, subtraction, multiplication, division algorithm

COMMUNICATIONS		
PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Writing	Work sheet	Penmanship, classification, description clarity of expression

H_2 (TASK STATEMENT) RECORD A WORK COUNT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Operator's daily log sheet Procedure manual Check-off sheet	Assemble record of work volume Record data	N/A

DECISIONS	CUES	ERRORS
Determine accuracy of math Determine accuracy of records Determine work volume and compare with company production requirements Re-evaluate time to complete assigned task	Check procedure manual Check company policy Complexity of task	Loss of time/money Miscalculations

85

H_2 (TASK STATEMENT) RECORD A WORK COUNT

SCIENCE	MATH – NUMBER SYSTEMS
BEHAVIORAL SCIENCE Motivation	Positive whole numbers - positive rationals Use of numbers (without calculations) counting Addition, multiplication algorithm Distributive law Order of operations

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Writing	Work sheet	Report, description, penmanship

H_3 (TASK STATEMENT) MAINTAIN STRICT TIME SCHEDULE ON ALL WORK PRODUCED

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Log sheet Standard data manual Task data sheet Procedures manual Work scheduling board Watch	Maintain records on variety of tasks performed and time required for each Check standard data manual	N/A

DECISIONS	CUES	ERRORS
Determine accuracy of math Determine accuracy of records Determine availability proof to substantiate report	Check procedures manual Illogical results	Loss of time/money

18

H_3(TASK STATEMENT) MAINTAIN STRICT TIME SCHEDULE ON ALL WORK PRODUCED

SCIENCE	MATH – NUMBER SYSTEMS
BEHAVIORAL SCIENCE Motivation	Use of numbers (without calculations) counting, ordering, coding Addition, subtraction, multiplication, division algorithms order of operations Positive whole numbers - positive rationals Measurement: non-geometric time/calendar

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COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Writing	Work sheet	Penmanship, classification, description

88

Duty I Supervising the Center

1 Supervise all typing and clerical support function in the center
2 Schedule, control, report and maintain quality standard
3 Maintain integrity on all confidential material being produced
4 Administer salaries and appraise performance
5 Establish and maintain training and cross training schedules
6 Coordinate all functional activities with other affected areas
7 Review and analyze new and revised procedures and implement necessary changes
8 Motivate employees

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I_1 (TASK STATEMENT) SUPERVISE ALL TYPING AND CLERICAL SUPPORT FUNCTION IN THE CENTER

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Supervisor's manual (personnel matters) Materials (supplies, etc) Equipment Procedures manual Budget (money) Staff	Skill of handling people Equipment knowledge Procedures knowledge Knowledge of personnel policies Budget time, money, people in training Set and maintain production and quality records Knowledge of supplies needed and ordering procedures Business English skills	SAFETY Proper maintenance and use of equipment HAZARD Loss of equipment
DECISIONS	**CUES**	**ERRORS**
Determine who is trained to do the job Determine time schedules Determine work volume Determine equipment available Determine production standards Determine supplies available	Work volume being produced and time schedule being met Morale of staff	Backlogs Overtime Improper equipment and skill utilization Loss of money

I_1 (TASK STATEMENT) SUPERVISE ALL TYPING AND CLERICAL SUPPORT FUNCTIONS IN THE CENTER

SCIENCE	MATH – NUMBER SYSTEMS
PHYSICAL SCIENCE Heat can deteriorate documents Magnetic fields can destroy records BEHAVIORAL SCIENCE Versatile Motivation Good observer Aware of external and internal pressures Supervision Distribute personnel with regard to leadership qualities and experiences for optimum team performance Grant conscious attention to smoothly flowing team work Maintain regard for differing views on maximum efficiency of the operations Grant appropriate regard for customer's unique needs Exhibit capacity to ascertain best service for the particular party type requested Communicate pride in establishment	Positive rationals - positive whole numbers Use of numbers (without calculations) counting, coordinate system, ordering, coding, ratio Fundamental operations (calculations) addition, subtraction, division, multiplication algorithms, order of operations, i.e., use of parentheses in simplifying arithmetic expressions Multiplication by zero, distributive (multiplication W. R. T. addition) Measurement: non-geometric time

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Skill of handling people	Terminology, persuasion, logic, dress, poise, usage
Read	Knowledge of personnel policies	Comprehension, detail, informational report, recommendation report, progress definition, proposal terminology
Write	Training schedules	Spelling, descripiton, terminology, logic
Listen	Employees feedback	Discrimination facts from non-facts, recognize opinion, concentration, logic
View	Finished product	Visual analysis, logic, detail, recognition of symbols and codes

I_2 (TASK STATEMENT) SCHEDULE, CONTROL, REPORT AND MAINTAIN QUALITY STANDARD 92

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Log sheet summary Management report Week/month volume production sheet Report on equipment maintenance record Procedures manual Document for determining quality control Work schedule for operations Vacation schedule Record of supplies and billing	Gather data Analyze data Make recommendations Complete forms	N/A

DECISIONS	CUES	ERRORS
Determine accuracy of data Determine completeness of data Determine what maintains greatest efficiency	All work performed on time Volume	Poor quality Loss of time/money

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I_2 (TASK STATEMENT) SCHEDULE, CONTROL, REPORT AND MAINTAIN QUALITY STANDARDS

SCIENCE	MATH – NUMBER SYSTEMS
PHYSICAL SCIENCE Magnetic fields can destroy records BEHAVIORAL SCIENCE Professionalism Maintain capacity to foster cooperation; to function efficiently when encountering fast changing, multiple, personal or situational variables Supervision Grant conscious attention to smoothly flowing team work Communicate pride in establishment	Positive rationals - positive whole numbers Use of numbers (without calculations) counting, ordering, coding Fundamental operations (calculations) addition, subtraction, multiplication, division algorithm, order of operations, i.e., use of parentheses in simplifying arithmetic expressions Reduction of fractions; changing mixed numbers to improper fractions; changing percents to fractions and fractions to percents; finding a percent of a number and what percent one number is of another; changing fractions to decimal and decimal to fractions; ratio and proportion - estimate; rounding off decimals and whole numbers, equality/equivalence, inequality/greater than/less than, commutative (order), associative (grouping), distributive identity of one, identity of zero, multiplication by zero, inverses/multiplicative and additive; electric calculators, computers; rate, time

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Check procedures manual	Comprehension, detail/inference, informational reports, definition, terminology, recommendation reports, progress reports
Writing	Quality control report	Penmanship, classification, description informational reports, recommendation reports, terminology, clarity of expression, logic

I_3 (TASK STATEMENT) MAINTAIN INTEGRITY ON ALL CONFIDENTAIL MATERIAL BEING PRODUCED

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Personnel records Procedure manual Confidential material in general	Follow company procedure	N/A

DECISIONS	CUES	ERRORS
Determine who needs to know Determine how much others should know	Company policy Degree of confidentiality	Loss of security Loss of job Loss of money

I_3 (TASK STATEMENT) MAINTAIN INTEGRITY ON ALL CONFIDENTAIL MATERIAL BEING PRODUCED

SCIENCE	MATH – NUMBER SYSTEMS
BEHAVIORAL SCIENCE Professionalism Maintain capacity to foster trust, confidentiality, cooperation; to generate integrity	N/A

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Check procedure manual	Comprehension, informational reports, recommendation reports, progress reports, proposals, definition, terminology, process report/instructions
Writing	Employee apprisal	Penmanship, spelling, reports, business letters (format/content), terminology, clarity of expression, logic

I_4 (TASK STATEMENT) ADMINISTER SALARY AND APPRAISE PERFORMANCE

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TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Personnel record Record of salary scale Attendance record Production record Appraisal sheets Performance play	Gather data Conduct employee interview Hire or dismiss Report to management	N/A

DECISIONS	CUES	ERRORS
Determine performance of employee	Attendance, production, attitude, appearance, cooperation, etc.	Dissatisfied employee and employer Morale Loss of time and money

I_4 (TASK STATEMENT) ADMINISTER SALARY AND APPRAISE PERFORMANCE

SCIENCE	MATH – NUMBER SYSTEMS
BEHAVIORAL SCIENCE Professionalism Maintain capacity to foster trust, confidentiality, cooperation; to generate integrity; to cope with conflict behavior; to function efficiently when encountering fast changing, multiple, personal or situation variables; exhibit qualities of self-confidence, composure, self-reliance, self-respect and adaptability Supervision Maintain regard for differing views on maximum efficiency of the operations	Positive rationals - positive whole numbers Use of numbers (without calculations) counting, ordering, coding Addition, subtraction, multiplication, division algorithms, order of operations Reduction of fractions, changing mixed numbers to improper fractions, changing percents to fractions and fractions to percents, finding a percent of a number and what percent one number is of another, changing fractions to decimal and decimals to fractions; ratio and proportion, estimation, rounding off decimals and whole numbers, equality/equivalence, inequality/greater than/less than, commutative, associative, distributive, identity of zero, multiplication by zero, inverses/multiplicative and additive Electric calculators, computers Rate Time, money, manipulation of formulae, write as a formula or equation a relation ship given in words, solve problems

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Check personnel record	Comprehension, progress report, terminolgoy
Writing	Periodic employee appraisal	Penmanship, description, terminology, clarity of expression, logic

I_5 (TASK STATEMENT) ESTABLISH AND MAINTAIN TRAINING AND CROSS TRAINING SCHEDULES

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Training manual Operators manual Training record Training schedule Audio visual aids Props Equipment	Determine need for training Schedule training Give training Appraise results	

DECISIONS	CUES	ERRORS
Choose employee Choose materials to use Choose equipment Choose time	Difficulty of training Appropriateness of training	Incorrect choice of trainee Loss of time and money

I_5 (TASK STATEMENT) ESTABLISH AND MAINTAIN TRAINING AND CROSS TRIANING SCHEDULES

SCIENCE	MATH – NUMBER SYSTEMS
PHYSICAL SCIENCE Heat can deteriorate documents Magnetic fields can destroy records BEHAVIORAL SCIENCE Professionalism Maintain capacity to foster cooperation; to cope with conflict behavior; to function efficiently when encountering fast changing, multiple, personal or situational variables; exhibit qualities of self-confidence, composure, self-reliance, self-respect, and adaptability Supervision Distribute personnel with regard to leadership qualities and experiences for optimum team performance Grant conscious attention to smoothly flowing team work Maintain regard for differing views on maximum efficiency of the operations	Positive rationals - positive whole numbers Use of numbers (without calculations) counting, ordering, coding Addition, subtraction, multiplication, division algorithm order of operations Reduction of fractions, changing mixed numbers to improper fractions, changing percents to fractions and fractions to percents, finding a percent of a number and what percent one number is of another; changing fractions to decimal and decimal to fractions, ratio and proportion, equality/equivalance, inequality/greater then/less than; commutative, associative, distributive, identity of zero, multiplication by zero, inverses/multiplicative and additive Calculators mechanical, computers Measure sense/role of unit; rate measurement: time, money, temperature, weight, liquid, dry, speed, pressure

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading Writing	Training manual Training schedule	Comprehension, detail, description of mechanism, definition, terminology Penmanship, spelling, clarity of expression, logic

I_6 (TASK STATEMENT) COORDINATE ALL FUNCTIONAL ACTIVITIES WITH OTHER AFFECTED AREAS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Procedure manual Other department schedules Departmental projects Equipment from other departments Vacation schedules	Gather data Meet with other departments Decide on nature and scope of activities	

DECISIONS	CUES	ERRORS
Determine time limits Determine degree of interaction Determine who to work with Determine best equipment	Time element Requirements of other affected areas Flexible, competent employee	Disagreement Non-cooperation

I_6 (TASK STATEMENT) COORDINATE ALL FUNCTIONAL ACTIVITIES WITH OTHER AFFECTED AREAS

SCIENCE	MATH – NUMBER SYSTEMS
PHYSICAL SCIENCE Heat can deteriorate documents Magnetic fields can destroy records BEHAVIORAL SCIENCE Professionalism Maintain capacity to foster confidentiality, cooperation; to cope with conflict behavior; to function efficiently when encountering fast changing, multiple, personal or situational variables; exhibit qualities of self-confidence, composure, self-reliance, self respect and adaptability Supervision Grant conscious attention to smoothly flowing team work Maintain regard for differing views on maximum efficiency of the operations	Positive rationals - positive whole numbers Use of numbers (without calculations) counting, ordering, coding Addition, subtraction, multiplication, division algorithm, order of operations Reduction of fractions, changing mixed numbers to improper fractions, changing percents to fractions to fractions to percents, finding a percent of a number and what percent one number is of another, changing fractions to decimal and decimal to fractions, ratio and proportion Equality/equivalence, inequality/greater than/less than, commutative, associative, distributive, identity of zero, multiplication of zero, inverses/multiplicative and additive Calculators (electric), computers Basic Measurement Measure sense/role of unit; rate, time, money

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COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Procedure manual	Comprehension, detail, description of mechanism, definition, terminology
Writing	Procedures	Penmanship, spelling, description, terminology, clarity of expression, logic
Listening	Needs of other area	Discriminate facts from non-facts, recognize opinions, concentration, logic, note taking
Viewing	Needs of other area	Visual analysis, describing, logic, detail/inference

I_7 (TASK STATEMENT) REVIEW AND ANALYZE NEW AND REVISED PROCEDURES AND IMPLEMENT NECESSARY CHANGES

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Procedure manual Documents affected Equipment Copy of state/federal laws Physical layout Operator's manual Suggestions sheet	Analyze present method Consider alternative method Choose and implement method Review and monitor new procedure	

DECISIONS	CUES	ERRORS
Determine most efficient choice Determine if it is feasible Determine if it is legal Determine need for additional or less equipment or personnel	Monitary considerations Ease of changeover	Resistance to change Less efficient method Loss of time and money

I_7 (TASK STATEMENT) REVIEW AND ANALYZE NEW AND REVISED PROCEDURES AND IMPLEMENT NECESSARY CHANGES

SCIENCE	MATH – NUMBER SYSTEMS
PHYSICAL SCIENCE Heat can deteriorate documents Magnetic fields can destory records BEHAVIORAL SCIENCE Professionalism Maintain capacity to foster trust; to cope with conflict behavior; to function efficiently when encountering fast changing, multiple, personal or situational variables; and exhibit qualities of self-confidence, composure, self-reliance, self-respect and adaptability Supervision Grant conscious attention to smoothly flowing team work	Positive numbers - positive whole [illegible]onals Use of numbers (without calcula[illegible]s) counting, ordering, coding Addition, subtraction, multiplication, division algorithm, order of operations Reduction of fractions, changing mixed numbers to improper fractions, changing percents to fractions and fractions to percents, finding a percent of a number and what percent one number is of another, changing fractions to decimal and decimals to fractions, rounding off decimals and whole numbers; equality/equivalence, inequality/greater than/less than; commutative, associative, distributive, identity of zero, multiplication by zero, Calculators electric, computers Measure sense/role of unit; metric and English measure and conversion; time, money

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Consult with another person	Terminology, clarity of expression, persuasion, logic
Reading	Procedure manual	Comprehension, detail, description, terminology, clarity of expression, persuasion, logic
Listening	Recommendation by a principal	Discriminate facts from non-facts, recognize opinions, concentration, logic, work definition, note taking
Writing	Recommendation report	Penmanship, spelling, classification, description, terminology, clarity of expression, persuasion, logic

I8 (TASK STATEMENT) MOTIVATE EMPLOYEES

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Performance charts and graphs Psychological texts, guides, etc Money Career path guidelines Organizational chart Production records Performance plan Audio visual materials	Consider employee's needs Anticipate problems Recognize strengths and weakensses Defend rights of employee Review data	N/A

DECISIONS	CUES	ERRORS
Determine which motivational technique to employ Whether to promote or not to promote	Attendance Attitude Employee seeking more work	Loss of time and money Dissatisfied employee

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I_8 (TASK STATEMENT) MOTIVATE EMPLOYEES

SCIENCE	MATH – NUMBER SYSTEMS
BEHAVIORAL SCIENCE Professionalism Maintain capacity to foster trust, confidentiality, cooperation; to generate integrity; to cope with conflict behavior; to function efficiently when encountering fast changing, multiple, personal or situational variables; and exhibit qualities of self-confidence, composure, self-reliance, self-respect and adaptability Supervision Distribute personnel with regard to leadership qualities and experiences for optimum team performance Grant conscious attention to smoothly flowing team work Maintain regard for differing views on maximum efficiency of the operations Communicate pride in establishment	N/A

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking Reading Writing	Oral praise Performance chart Complimentary note	Clarity of expression, poise Comprehension Penmanship, spelling, description, clarity of expression

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Duty J Administrating Secretarial/Clerical Support

1 Route and distribute articles of mutual interest
2 Prepare and secure advances and complete necessary expense reports
3 Keep records and place orders for all equipment and supplies needed

J_1 (TASK STATEMENT) ROUTE AND DISTRIBUTE ARTICLES OF MUTUAL INTEREST

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Incoming mail Inter-office communications Publications Procedures manual Routing slip Log sheet Films Slides Diagrams Packages Copier Envelopes	Sort mail Read to determine recipients Determine priority of document to establish guidelines Log Distribute	N/A

DECISIONS	CUES	ERRORS
Determine mode of distribution Determine how much and to whom Follow specific instructions for copying Distribute smoothly and efficiently	Need for information Time factor Immediate actions	Too much/too little information Cost/time/money Loss of documents

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J_1 (TASK STATEMENT) ROUTE AND DISTRIBUTE ARTICLES OF MUTUAL INTEREST

SCIENCE	MATH – NUMBER SYSTEMS
BEHAVIORAL SCIENCE Professionalism - trust, confidentiality, cooperation, integrity, adaptability General terminology - accuracy, competency, responsibility	Uses of numbers (without calculations) counting, ordering coding Fundamental operations (calculations) addition, subtraction, multiplication, division algorithms order of operations, i.e.use of parentheses in simplifying arithmetic expressions Measurement: non-geometric time, money

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COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading Writing Viewing	Distribution of mail documents, packages, etc.	Comprehension, speed/rate, terminology Classification Memory, recognition of codes

J_2 (TASK STATEMENT) PREPARE AND SECURE ADVANCES AND COMPLETE NECESSARY EXPENSE REPORTS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Procedures manual Necessary forms Instructions to complete forms Authorized signatures Time schedules	ADVANCES Complete the fill-in information Determine how many days expense account Determine individuals destination Amount of money needed Obtain proper signature Submit necessary copies to company cashier Pick up money and turn over to the recipient CLEAN EXPENSE REPORT Receive copy of expense report from the individual Review for completed information Obtain necessary verification Return form with any refund or obtains refunds if necessary Log expense information in the department records for budget purposes	N/A

DECISIONS	CUES	ERRORS
Determine complete information Determine proper authorization Make sure correct amount of money is received	Completeness of information Rejection of request Awareness of company's financial status	Loss of money/time Extensive research Budget problems/difficulties

J_2 (TASK STATEMENT) PREPARE AND SECURE ADVANCES AND COMPLETE NECESSARY EXPENSE REPORTS

SCIENCE	MATH – NUMBER SYSTEMS
N/A	Positive rationals and whole numbers Uses of numbers Addition, subtraction algorithms

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading Writing Listening Viewing	Preparation of expense forms Fill in information on forms Making notes on request Typing correct codes	Comprehension, detail/inference, definition, terminology Classification, description Concentration, note taking Memory, recognition of codes

J_3 (TASK STATEMENT) KEEP RECORDS AND PLACE ORDERS FOR ALL EQUIPMENT AND SUPPLIES NEEDED M-1

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Procedures manual Log sheet Equipment catalogues Supply catalogues List of equipment and supplies History and retention of equipment	Obtain list of needed supplies and equipment Check various company catalogues Secure budget information Secure recommendations Secure authorization Place order	N/A

DECISIONS	CUES	ERRORS
Determine storage for supplies Determine facilities for equipment	Time involved on rush items for supplies Does the need warrant buying rather than leasing equipment	Overspend budget Too little or too much equipment

J3 (TASK STATEMENT) KEEP RECORDS AND PLACE ORDERS FOR ALL EQUIPMENT AND SUPPLIES NEEDED

SCIENCE	MATH – NUMBER SYSTEMS
BEHAVIORAL SCIENCE Professionalism - trust, integrity, cooperation General terminology - accuracy, competency, responsibility	Uses of numbers (without calculations) counting, ordering, coding Fundamental operations - addition, subtraction, multiplication, division algorithms, Measurement: non-geometric time, money

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading Writing Viewing	Ordering office supplies equipment Orders Orders	Terminology Classification, description, usage Memory, recognition of codes

GLOSSARY

Batching – collecting similar work which could be produced at one operation

Buck Slip – individual slip of paper attached to memos or documents to indicate distribution

Bursting – separating perforated paper after documents have been typed automatically; bursting is done both vertically and horizontally

Carbonized Sheet – registers impression made by typewriter on instrument without the need for carbon paper

Cartridge – a single reel of magnetic tape in a plastic or metal container designed to feed the tape into an automatic typewriter

Console – the unit housing the record/playback mechanism and related controls of a text editing typewriter

Copy – material worked from to prepare final or hard copy

Copy Revision – includes console preparation, automatic playback when making corrections due to editorial changes, and actuating of various playback controls; console adjustments are included, if required

Editing – reading back, scanning, deleting, inserting and reformating

Final Copy – the finished product

Flow Chart – a graphic representation of the flow of work from origin to completion in which symbols are used to represent operations and equipment

Hard Copy – typewritten copy of any description

Input – information entered into a system to be processed

Input Word Processing Equipment – new name used by IBM for dictation equipment to better describe its function in a word processing system

Keyboarding – includes depressing keys on the typewriter keyboard; also includes platen movement, back spacing, underlining and tabbing

Logging – a method of recording, cataloging and/or filing documents or media

Log Sheet – a document prepared and maintained by operators to index work on any given tape, card, etc., or to keep track of incoming and outgoing work, turnaround time, etc.

Mag Card/Mag Tape – tape or card coated or impregnated with magnetic material on which information may be stored in the form of coded polarized spots

Magnetic Keyboard – a device for recording alphanumeric characters on a magnetic tape or card, such as IBM Magnetic Tape "Selectric" Typewriter, or Mag Card "Selectric" Typewriter

Media – generalization of the various types and kinds of things on which recordings can be made

Matching – collecting finished material, segregating into sets of documents for mail or distribution; related in content, e.g., letter and attachment which goes to the same person

Mode – the operating conditions of a unit

Original Dictation – communications that are machine dictatable and original in content–in a word processing system, one of three forms in which work reaches a typing station

Pin Feed Platen – a typewriter platen having a sprocket-like pin feed for feeding continuous forms through a typewriter

Playback – includes all console preparation and automatic playback control handling and machine playback time

Power Keyboard – a term referring to the family of automatic or text editing typewriter equipment

Preparation – includes handling paper, loading the recording media, console preparation, and typewriter preparation (tabs, margins, margin re-sets)

Prerecorded – material stored on magnetic tapes or cards for repetitive use, such as standard paragraphs in form letters–in a word processing system, one of three forms in which work reaches a type station

Quality Control – a check on work to keep a uniform quality and appearance, always striving to standardize where possible

Self-logging – an employee's record of time required to do a job

Standard Data – a predetermined time standard obtained and accepted for a particular activity as reliable and representative of the work performed

Task Data Sheet – a record of jobs by time period during a single work day

Task List – a detailed record of each type of work performed by each worker and the average number of hours spent to do it per week

Transcription – conversion by a secretary of recorded dictation to hard copy

Transmitting – routing documents from one area to another; methods: hard copy, telephone, or verbal information

Turnaround Time – the elapsed time between the beginning and completion of a task

Word Processing System – the combination of specific procedures, methods, equipment, and people designed to accomplish the transition of a written, verbal, or recorded work and distributed to its ultimate use

Work Count – a count of the volume of work of an employee

Work Measurement – a process of determining how much time is required to do a given amount of work